



FEEDBACK, COMPLAINT AND APPEAL POLICY & PROCEDURE

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1. Purpose

Insight Institute of Further Studies (IIFS) is committed to providing a fair, transparent, accessible, and timely process for receiving feedback, managing formal complaints, and handling academic and non-academic appeals. This policy ensures that current students, prospective students, former students, staff, and third parties can raise concerns or seek reviews of decisions in a safe and respectful environment, free from disadvantage, victimization, or retaliation.

This policy supports compliance with:

- **Standards for RTOs 2025** — Outcome Standards 2.7 and 2.8
- **Standards for RTOs 2015** — Standard 6
- **National Code of Practice 2018** — Standard 10 (Complaints and Appeals)
- **National Vocational Education and Training Regulator Act 2011**
- **Privacy Act 1988 (Cth)** and the Australian Privacy Principles

IIFS systematically records and analyses feedback, complaint, and appeal outcomes to drive continuous improvement across training, assessment, student support, administration, and marketing operations.

2. Scope

This policy applies to all current, prospective, and former domestic and CRICOS international students, as well as IIFS staff, trainers, assessors, educational agents, and third-party partners. It covers:

- Informal and formal feedback
- Formal complaints regarding operations, facilities, discrimination, harassment, or staff/agent conduct
- Academic appeals regarding assessment outcomes or Recognition of Prior Learning (RPL) Non-academic decisions, including attendance, course progress, enrolment suspension/cancellation, fee refunds, or re-crediting



3. Definitions

- **Feedback:** Informal positive or constructive input regarding IIFS services, facilities, or learning experiences.
- **Complaint:** A formal expression of dissatisfaction regarding a service, decision, behaviour, policy, or marketing practice provided by IIFS, its staff, or third parties.
- **Appeal:** A formal request for an independent review of an unfavourable decision made by IIFS (e.g., assessment results, refund decisions, or disciplinary actions).
- **Procedural Fairness & Natural Justice:** Core principles ensuring that decision-making is unbiased, transparent, evidence-based, and allows all parties the opportunity to present their case.
- **Support Person:** An individual (friend or family member) nominated by a student to accompany them to any formal meeting or hearing at no cost.
- **Continuous Improvement (CI) Register:** The internal quality repository used to document, track, and rectify systemic issues identified through complaints and appeals.

4. Policy Statements

- **Free & Accessible Process:** Internal complaints and appeals processes are provided at zero cost to the student.
- **Protection of Student Status:** International students maintain their active enrolment status during internal appeal procedures. IIFS will not report a student to PRISMS for unsatisfactory course progress or attendance until all internal and external appeal pathways are completed, provided the decision supports IIFS.
- **Impartiality & Independence:** Investigations and reviews are conducted by independent parties with no prior involvement in the original decision or complaint.
- **Strict Confidentiality & Privacy:** All records, evidence, and outcomes are handled confidentially in accordance with the *Privacy Act 1988* and IIFS Privacy Policy.
- **Immediate Implementation:** Any outcome or recommendation determined in favour of the student (internally or externally) will be executed immediately.

5. Timelines & SLA Summary

• Stage	• Action Trigger	• Acknowledgment	• Comment	• Resolution Target

• Informal Resolution	• Issue raised with trainer/ staff	• N/A	• Within 5 working days	• Informal resolution attempted immediately
• Formal Complaint	• Submission of Complaint Form	• Within 2 working days	• Within 10 working days	• Finalized within 30 calendar days
• Internal Appeal	• Within 20 working days of decision	• Within 2 working days	• Within 10 working days	• Finalized within 30 calendar days
• External Appeal Notice	• Dissatisfaction with Internal Outcome	• N/A	• Advice issued within 10 working days	• Governed by external body rules

Note: If IIFS requires more than 60 calendar days to process and finalize a complaint or appeal, it will inform the complainant in writing with clear reasons and provide regular progress updates.

6. Step-by-Step Procedures

6.1 Feedback Procedure

- **Access:** Feedback Forms are made available on the IIFS website, student portal, and reception.



Submission: Students are encouraged to provide informal input through class discussions, surveys, or direct conversation with trainers and support officers.

- **Review & Action:** The Operations Manager logs feedback into the *Feedback, Complaint and Appeal Register*. Systemic suggestions are logged into the *Continuous Improvement (CI) Register* to adjust operational practices.

6.2 Formal Complaint Procedure

- **Informal First Step:** Students are encouraged to attempt direct, informal resolution with the relevant staff member first.
- **Form Lodgement:** If unresolved, the student submits a completed *Complaints & Appeals Form* via email (info@iifs.vic.edu.au), in person at reception, or by post.
- **Acknowledgment:** IIFS acknowledges receipt in writing within 2 working days.
- **Investigation:** Assessment begins within 10 working days. The Complaints Panel (including the CEO and independent staff) investigates impartially.
- **Presentation Opportunity:** Both parties are offered the chance to formally present their case in person or virtually, accompanied by a support person.
- **Written Outcome:** A formal written notice including detailed reasons for the decision and corrective actions is issued to the complainant.
- **Record keeping:** Details are recorded in the *Complaints & Appeals Register* and *CI Register*.

6.3 Internal Appeal Procedure

- **Lodgement Window:** An appellant may lodge an appeal within 20 working days of receiving an unfavourable formal decision.
- **Academic Re-assessment:** For assessment appeals, an independent assessor not involved in the original marking will re-assess the task.
- **Independent Review:** For non-academic appeals, an independent officer or panel reviews all evidence impartially.
- **Written Decision:** IIFS provides a full written report of the appeal outcome and rationale within 30 calendar days.
- **External Pathway Advice:** If the appeal is unsuccessful, IIFS will advise the student within 10 working days of their right to access an external appeals body.

7. External Complaints and Appeals Pathways

- If the student is not satisfied with the internal process outcome, they may access external mediation and review.



Overseas Student Ombudsman (OSO) — International Students:

- **Scope:** Free, independent review for CRICOS international students studying with private providers.
- **Phone:** 1300 362 072 | **Outside Australia:** +61 2 6276 0111
- **Website:** www.ombudsman.gov.au

- **Translating & Interpreting Service (TIS):** 131 450
- **Australian Skills Quality Authority (ASQA):**
- **Scope:** Regulates RTO compliance against training quality standards. ASQA monitors systemic provider breaches but does not act as an individual student advocate or merits review body.
- **Website:** www.asqa.gov.au

- **National Training Complaints Hotline:**
- **Phone:** 13 38 73 | **Website:** www.deewr.gov.au/NTCH

- **Alternative Dispute Resolution & Legal Assistance:**
- **Resolution Institute:** www.resolution.institute (Independent mediation)
- **Victoria Legal Aid:** www.legalaid.vic.gov.au

- **Law Institute of Victoria:** +61 3 9602 5000 | www.liv.asn.au

8. Continuous Improvement & Records Management

- **Record Retention:** Records of all feedback, formal complaints, appeals, outcomes, and corrective actions are retained securely for a minimum of 2 years after the student ceases enrolment (or longer as required by statutory standards).
- **Systemic Review:** Systemic failures identified during investigations are fed directly into executive management reviews to update policies, staff training, and academic delivery.



Yours sincerely,

Kamal Mann

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CEO Insight Institute of Further Studies